

WIA CONSUMER REPORT
CUSTOMER SATISFACTION SURVEY PROGRAM YEAR 2002
(QUARTERS 1-4)

First Quarter

7/1/02 – 9/30/02

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	# of Completed Surveys	# of Customers Eligible for Survey	# of Customers Included in Survey	Response Rate**
Participant	70	59	35	63	63	55.6
Employer	68	57	173	222	222	77.9

Second Quarter

10/1/02 – 12/31/02

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	# of Completed Surveys	# of Customers Eligible for Survey	# of Customers Included in Survey	Response Rate**
Participant	70	64	57	99	99	57.6
Employer	68	62	18	24	24	74.0

Third Quarter*

1/1/03 – 3/31/03

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	# of Completed Surveys	# of Customers Eligible for Survey	# of Customers Included in Survey	Response Rate**
Participant	70	71*	70	102	102	68.6
Employer	68	63	31	40	40	77.5

Fourth Quarter*

4/1/03 – 6/30/03

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	# of Completed Surveys	# of Customers Eligible for Survey	# of Customers Included in Survey	Response Rate**
Participant	70	65	25	41	41	61.0
Employer	68	68*	31	38	38	81.6

- **MET AND EXCEEDED. GOAL IS TO MEET AND EXCEED THE NEGOTIATED PERFORMANCE LEVELS IN ALL QUARTERS.**

**** RESPONSE RATES ALMOST 2 ½ TIMES PY'01 RATES.**

CONDUCTED BY THE UNIVERSITY OF THE VIRGIN ISLANDS – EASTERN CARIBBEAN CENTER